

JFW 3623

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NCR Corporation Docket No. 8806

In re application of: VINCENT, P. G.

Serial No. 09/750,948

Filed: December 28, 2000

For: SYSTEM AND METHOD FOR SUGGESTING INTERACTION STRATEGIES TO A CUSTOMER SERVICE REPRESENTATIVE

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated as shown below:

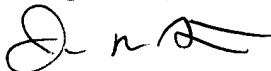
CLAIMS AS AMENDED

FOR	Claims Remaining After Amendment		Highest Number Previously Paid For	Extra Present	Rate	Additional Fee
Total Claims	18	-	20	0 X	\$ 18 =	\$ 0
Independent Claims	3	-	3	0 X	\$ 86 =	\$ 0
Total additional fee for this amendment ----->						\$ 0

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers, if appropriate.

Please charge all fees to Deposit Account No. 50-1673 of NCR Corporation (the assignee of the present application). A duplicate of this paper is enclosed.

Respectfully,



James M. Stover

Reg. No. 32,759

CERTIFICATION OF MAILING UNDER 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on

Oct 1, 2004.

By: Sallie Spicer
Name: Sallie Spicer



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Dayton, Ohio

Docket No. 8806

Application of:

Perry G. Vincent

Group Art Unit: 3623

Serial No. 09/750,948

Examiner: Susanna M. Meinecke Diaz

Filed: December 28, 2000

For: **SYSTEM AND METHOD FOR SUGGESTING INTERACTION
STRATEGIES TO A CUSTOMER SERVICE REPRESENTATIVE**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated July 1, 2004, kindly amend claims 1, 4 and 16 as shown below. Claims 2 and 3 have been canceled. A complete listing of the claims in their present state is provided immediately below for the convenience of the Examiner.

CERTIFICATION OF MAILING UNDER 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on October 1, 2004

By: Sallie Spicer
Name: Sallie Spicer